

## MONTHLY WORK PRODUCTION – FY11

| Month  | Non-Housing Backlog | Average Age | Oldest Case | PC* | NPC <sup>1</sup> | NHI <sup>i</sup> | HI  | Screen In | Screen Out | Housing Tests Conducted | Comm Complaints |
|--------|---------------------|-------------|-------------|-----|------------------|------------------|-----|-----------|------------|-------------------------|-----------------|
| Jul    | 182                 |             |             | 0   | 10               | 14               | 20  |           |            | 49                      | 6               |
| Aug    | 222                 |             |             | 1   | 5                | 15               | 15  |           |            | 24                      | 4               |
| Sept   | 191                 |             |             | 1   | 3                | 14               | 14  | 8         | 30         | 22                      | 3               |
| Oct    | 197                 |             |             | 4   | 4                | 10               | 21  | 3         | 15         | 28                      | 3               |
| Nov    | 198                 |             |             | 0   | 0                | 8                | 8   | 24        | 45         | 34                      | 4               |
| Dec    | 189                 |             |             | 0   | 9                | 10               | 16  | 30        | 51         | 26                      | 3               |
| Jan    | 201                 |             |             | 1   | 2                | 9                | 9   | 21        | 25         | 24                      | 2               |
| Feb    | 215                 |             |             | 1   | 3                | 28               | 8   | 23        | 59         | 22                      | 0               |
| Mar    | 194                 |             |             | 0   | 3                | 29               | 7   | 27        | 120        | 21                      | 4               |
| Apr    | 208                 |             |             | 0   | 6                | 7                | 13  | 30        | 77         | 43                      | 3               |
| May    | 220                 |             |             | 0   | 3                | 8                | 12  | 91        | 64         | 24                      | 0               |
| Jun    | 260                 | 543         | 9/05        | 0   | 8                | 16               | 15  | 188       | 75         | 15                      | 2               |
| Totals |                     |             |             | 8   | 56               | 168              | 158 | 445       | 561        | 332                     | 34              |

## MONTHLY WORK PRODUCTION – FY12

| Month  | Non-Housing Backlog | Average Age | Oldest Case | PC* | NPC | NHI <sup>2</sup> | HI  | Screen In | Screen Out | Housing Tests Conducted | Comm Complaints |
|--------|---------------------|-------------|-------------|-----|-----|------------------|-----|-----------|------------|-------------------------|-----------------|
| Jul    | 251                 | 544         | 9/05        | 0   | 1   | 32               | 12  | 33        | 71         | 30                      | 2               |
| Aug    | 185                 |             |             | 2   | 3   | 49               | 14  | 12        | 90         | 44                      | 2               |
| Sept   | 166                 |             |             | 0   | 3   | 2                | 8   | 18        | 63         | 31                      | 3               |
| Oct    | 149                 |             |             | 2   | 2   | 22               | 13  | 21        | 76         | 47                      | 3               |
| Nov    | 146                 |             |             | 2   | 6   | 16               | 17  | 27        | 64         | 6                       | 4               |
| Dec    | 152                 |             |             | 8   | 4   | 13               | 10  | 37        | 61         | 12                      | 3               |
| Jan    | 148                 | 426         | 4/10        | 6   | 6   | 13               | 12  | 36        | 41         | 0                       | 6               |
| Feb    | 149                 | 443         | 5/10        | 3   | 6   | 6                | 17  | 47        | 55         | 0                       | 4               |
| Mar    | 161                 | 430         | 5/10        | 6   | 6   | 10               | 19  | 60        | 79         | 26                      | 3               |
| Apr    | 148                 | 415         | 7/10        | 2   | 4   | 9                | 11  | 57        | 87         | 33                      | 4               |
| May    | 140                 | 398         | 9/10        | 5   | 12  | 19               | 22  | 28        | 61         | 48                      | 6               |
| Jun    | 134                 | 373         | 10/10       | 4   | 9   | 16               | 9   | 40        | 28         | 25                      | 4               |
| Totals |                     |             |             | 40  | 62  | 207              | 164 | 416       | 776        | 302                     | 44              |

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1. Housing only

\* Housing and Non-Housing

2. NHI – Non-housing investigations. HI – Housing investigations

## MONTHLY WORK PRODUCTION – FY13

| Month  | Non-Housing Backlog | Average Age | Oldest Case       | PC* | NPC**ii | NHI            | HI  | Screen In | Screen Out | Housing Tests Conducted | Comm Complaints |
|--------|---------------------|-------------|-------------------|-----|---------|----------------|-----|-----------|------------|-------------------------|-----------------|
| Jul    | 118                 | 356         | 12/10             | 2   | 17      | 20             | 17  | 34        | 37         | 70                      | 5               |
| Aug    | 112                 | 345         | 2/11              | 9   | 9       | 19             | 16  | 22        | 64         | 42                      | 3               |
| Sept   | 90                  | 327         | 6/11              | 7   | 10      | 22             | 16  | 49        | 51         | 45                      | 0               |
| Oct    | 87                  | 306         | 7/11              | 0   | 9       | 23             | 20  | 39        | 47         | 42                      | 5               |
| Nov    | 98                  | 333         | 3/11 <sup>3</sup> | 6   | 2       | 18             | 21  | 38        | 34         | 38                      | 2               |
| Dec    | 116                 | 341         | 7/11              | 0   | 0       | 0 <sup>4</sup> | 11  | 45        | 55         | 46                      | 7               |
| Jan    | 131 <sup>5</sup>    | 274         | 9/11              | 7   | 10      | 14             | 14  | 42        | 57         | 44                      | 5               |
| Feb    | 93                  | 260         | 2/12              | 2   | 4       | 30             | 16  | 39        | 74         | 54                      | 10              |
| Mar    | 69                  | 236         | 5/12              | 7   | 7       | 36             | 13  | 39        | 56         | 47                      | 12              |
| Apr    | 53                  | 240         | 6/12              | 5   | 10      | 33             | 18  | 43        | 63         | 47                      | 8               |
| May    | 23                  | 207         | 9/12              | 10  | 11      | 44             | 18  | 19        | 34         | 43                      | 3               |
| Jun    | 0                   | 173         | 1/13              | 2   | 5       | 39             | 15  | 19        | 27         | 64                      | 2               |
| Totals |                     |             |                   | 57  | 94      | 298            | 195 | 428       | 599        | 582                     | 62              |

## MONTHLY WORK PRODUCTION – FY14

| Month  | Non-Housing Inventory <sup>6</sup> | Average Age | Oldest Case | PC* | NPC <sup>7</sup> | NHI <sup>iii</sup> | HI | Screen In | Screen Out | Housing Tests Conducted | Comm Complaints |
|--------|------------------------------------|-------------|-------------|-----|------------------|--------------------|----|-----------|------------|-------------------------|-----------------|
| Jul    | 7                                  | 203         | 12/12       | 8   | 9                | 35                 | 15 | 28        | 40         | 58                      | 5               |
| Aug    | 6                                  | 241         | 12/12       | 0   | 3                | 8                  | 8  | 31        | 66         | 48                      | 2               |
| Sept   |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Oct    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Nov    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Dec    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Jan    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Feb    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Mar    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Apr    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| May    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Jun    |                                    |             |             |     |                  |                    |    |           |            |                         |                 |
| Totals |                                    |             |             | 8   | 12               | 43                 | 23 | 59        | 106        | 106                     | 7               |

<sup>3</sup> Only one case from March 2011 remains in backlog. Next oldest case was filed in Aug 2011

<sup>4</sup> All investigators worked on screening in month of December, 2012.

<sup>5</sup> Increase due to issues within Mediation program that were resolved in Feb 13

<sup>6</sup> After the elimination of the backlog in June 2013, ICRC will track inventory of investigative cases awaiting 30 day passage of informal request for documents before investigation.

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<sup>ii</sup>\*Includes Housing and Non-housing